

CLAIMS:

- 1       A method of producing operational information  
          regarding the operation of a networked system, the  
5       system including entities arranged to communicate  
          over the network, the method including the steps of:  
          obtaining system configuration information regarding  
          the configuration of the system; continuously  
          monitoring activity of the system to obtain system  
10       activity information; and  
          combining the system configuration information with  
          the system activity information to obtain real time  
          operational information.
- 2       A method according to claim 1 wherein the system  
15       configuration information includes details of the  
          topology of the system.
- 3       A method according to claim 1 wherein the system  
          configuration information is obtained from a  
          controller of the networked system.
- 20    4       A method according to claim 1 wherein the step of  
          monitoring system activity information further  
          includes the step of monitoring network traffic.
- 5       A method according to claim 4 wherein the network  
          traffic monitored is that addressed to or from a  
25       controller of the network.
- 6       A method according to claim 4 wherein the network  
          traffic is monitored at a node of the network which  
          connects the controller to the network.
- 7       A method according to claim 1 further including the  
30       step of combining entity status information with the  
          system configuration information and the system  
          activity information.
- 8       A method according to claim 7 wherein the step of

obtaining entity status information further includes the step of interrogating an entity connected to the network.

- 9 A method according to claim 8 wherein the address of  
5 the interrogated entity is obtained from the system activity information.
- 10 A method according to claim 1 wherein the system activity information includes call signalling data.
- 11 A method according to claim 1 wherein the entities  
10 include multi-media devices.
- 12 A method according to claim 1 wherein the entities include IP telephones or gateways.
- 13 A method according to claim 1 wherein the operational information produced includes information regarding  
15 current calls.
- 14 A method according to claim 13 wherein the information regarding current calls includes quality of service.
- 15 A method according to claim 1 wherein the operational  
20 information produced includes information regarding current status of entities.
- 16 A method according to claim 1 wherein the operational information produced includes information regarding route availability.
- 25 17 A method according to claim 1 wherein the operational information produced includes the delay to obtaining a dial tone.
- 18 A method according to claim 1 further including the step of controlling the system based on the  
30 operational information.
- 19 A method according to claim 1 further including the step of graphically presenting an overview of the operational information.

- 20     An apparatus for producing operational information  
regarding the operation of a networked system, the  
system including entities arranged to communicate  
over the network, the apparatus including:
- 5     obtaining means for obtaining system configuration  
information regarding the configuration of the  
system;  
monitoring means for continuously monitoring activity  
of the system to obtain system activity information;  
10    and  
combining means for combining the system  
configuration information with the system activity  
information to obtain real time operational  
information.
- 15    21    An apparatus according to claim 20 wherein the system  
configuration information includes details of the  
topology of the system.
- 22    An apparatus according to claim 20 that is arranged  
to obtain system configuration information from a  
20    controller of the networked system.
- 23    An apparatus according to claim 20 wherein the  
monitoring means is arranged to obtain system  
activity information by monitoring network traffic.
- 24    An apparatus according to claim 23 wherein the  
25    monitoring means is arranged to monitor network  
traffic monitored that is addressed to or from a  
controller of the networked system.
- 25    An apparatus according to claim 23 wherein the  
monitoring means is arranged to monitor network  
30    traffic at a node of the network which connects a  
controller of the networked system to the network.
- 26    An apparatus according to claim 20 wherein the  
combining means is further arranged to combine entity

status information with the system configuration information and the system activity information.

- 27 An apparatus according to claim 26 wherein the entity  
status information is obtained by interrogating an  
5 entity connected to the network.
- 28 An apparatus according to claim 27 wherein the  
address of the interrogated entity is obtained from  
the system activity information.
- 29 An apparatus according to claim 20 wherein the system  
10 activity information includes call signalling data.
- 30 An apparatus according to claim 20 wherein the  
entities include multi-media devices.
- 31 An apparatus according to claim 1 wherein the  
entities include IP telephones or gateways.
- 15 32 An apparatus according to claim 20 wherein the  
operational information produced includes information  
regarding current calls.
- 33 An apparatus according to claim 32 wherein the  
information regarding current calls includes quality  
20 of service.
- 34 An apparatus according to claim 20 wherein the  
operational information produced includes information  
regarding current status of devices.
- 35 An apparatus according to claim 20 wherein the  
25 operational information produced includes information  
regarding route availability.
- 36 An apparatus according to claim 20 wherein the  
operational information produced includes the delay  
to obtaining a dial tone.
- 30 37 An apparatus according to claim 20 further including  
control means for controlling the system based on the  
operational information.
- 38 An apparatus according to claim 20 further including

presentation means for presenting an overview of the operational information.

39 A computer program arranged to instruct a computing  
system to implement a method in accordance with claim  
5 1.

40 A computer program arranged to instruct a computer  
system to operate as an apparatus in accordance with  
claim 20.

41 A computer readable medium providing a software  
10 program according to claim 39.

42 A computer readable medium providing a software  
program according to claim 40.